

Streamline enterprise process management for Governance, Risk, Compliance and Quality with MetricStream solutions.

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A growing regulatory environment, a “no mistakes” business climate, increasing business complexity and greater focus on accountability have led enterprises to pursue a broad range of initiatives across the organization. The span of these initiatives is broad:

- ▶ **Governance** is the oversight role and the process by which companies define their tolerance for business risk by defining expectations, granting authority and verifying performance
- ▶ **Risk management** is the process of defining and analyzing all relevant business and regulatory risks and controls, and then monitoring and mitigating those risks in a structured manner
- ▶ **Compliance** ensures that an organization has the processes and internal controls to meet the requirements imposed by governmental bodies, regulators, industry standards, customer mandates or internal policies
- ▶ **Quality management** brings organizational focus on customer satisfaction and continuous improvement

Many organizations find themselves managing these initiatives discretely and in an uncoordinated manner in an era when risks are interdependent, processes are intertwined and controls are shared across the organization. As a result, these key enterprise processes get planned and managed in silos, which potentially increases the overall business risk for the organization. In addition, parallel compliance, quality and risk initiatives lead to duplication of efforts and cause the overall costs to spiral out of control.

By taking an integrated Governance, Risk, Compliance and Quality process approach through a federated organizational architecture, compliance effectiveness can be increased while cost can be reduced. With a federated framework, these initiatives are aligned centrally with corporate governance and reporting but are distributed to lines of business to assign ownership, execution and accountability.



Organizations today face increased business and operational risk due to higher regulatory and market scrutiny and a larger focus on outsourcing key business functions that were once managed in-house. The responsibility within an organization for managing risk, ensuring compliance and improving quality is spread across various functions. However, such an approach increases both risks and costs due to such activities taking place in an uncoordinated manner in operational silos. In order to manage and mitigate this risk, organizations are adopting a structured and integrated approach to Governance, Risk, Compliance and Quality.

TRADITIONAL APPROACH

Historically most organizations have implemented point software solutions to manage a specific risk, compliance or quality initiative. As the compliance and reporting requirements of government regulations, strategic accreditations and quality programs overlap, intersect and increase in number and complexity, the laundry list of these legacy point solutions snowballs. These solutions, generally apply to only one compliance requirement, cannot provide the basis for an enterprise governance, risk, compliance and quality management system with reporting at the global level. As a result, the cost of regulatory compliance significantly increases. Comprehensive visibility into risk from business operations becomes poor, leading to negative surprises. In addition, separate solutions lead to a silo-oriented view of product and process quality and make it harder to implement common practices across plants, departments, suppliers and customers.

FEDERATED ARCHITECTURE

A comprehensive approach to managing these initiatives through a single system that supports a federated organizational structure is needed. Technology plays a key enabling role in delivering sustainability, consistency, efficiency and transparency across this federated architecture.

Benefits of a Federated Architecture

- ▶ A dramatic and positive impact on organizational effectiveness by providing a clear, unambiguous process and a single point of reference for the organization
- ▶ Complete elimination of all redundant business processes and activities across various initiatives
- ▶ Significant reduction in duplicative software, hardware, training and rollout costs
- ▶ Real-time access to a "single version of the truth" available to employees, management, auditors and regulatory bodies and internal controls to meet the requirements imposed by governmental bodies, regulators, industry standards, customer mandates or internal policies
 - ▶ Enterprise risk management (financial & operational)
 - ▶ External risk management

METRICSTREAM SOLUTIONS

MetricStream solutions are uniquely designed to support a federated framework for Governance, Risk, Compliance and Quality. The MetricStream Compliance Platform becomes the nucleus of a corporate governance ecosystem, coordinating all governance, risk, compliance and quality management activities throughout the enterprise via a single management system. In addition, MetricStream's ComplianceOnline.com, a leading portal and online community for worldwide professionals, provides the latest information, best practices, training, products and tools on corporate governance, risk management, regulatory compliance and quality management.

- ▶ Compliance to industry mandates and internal policies
- ▶ Compliance with government regulations
- ▶ Implementation and management of company compliance architecture

Chief
Compliance
Officer

Chief
Risk
Officer

Chief
Financial
Officer

- ▶ Company-wide financial compliance
- ▶ Sarbanes Oxley certification
- ▶ Financial integrity

Chief
Quality
Officer

- ▶ Compliance with internal quality standards and policies
- ▶ ISO compliance, Six Sigma, TQM
- ▶ Industry mandates like TS 16949, ISO 13485, and ISO 22000

Chief
Executive
Officer

- ▶ Executive sponsor for overall company compliance processes
- ▶ Co-certify Sarbanes Oxley compliance
- ▶ Ensure compliance with government regulations

Chief
Legal
Officer

- ▶ Corporate governance
- ▶ Code of ethics
- ▶ Options management

Chief
Information
Officer

- ▶ Information integrity
- ▶ Systems integrity
- ▶ Data security and privacy
- ▶ ISO 17799/27002, ITIL, SAS 70

Chief
HR
Officer

- ▶ Compliance with HR policies and procedures
- ▶ Compliance with government health and safety regulations
- ▶ Compliance training and certification

The combination of software, content and community is the right solution for an environment where the regulations and requirements are continuously changing and keeping pace with them is essential to reducing the overall risk.

Leading companies around the globe are using MetricStream solutions to manage their governance and risk management initiatives, comply with multiple regulations and mandates and reduce their cost of poor quality and compliance. With MetricStream, organizations gain visibility into how their Governance, Risk, Compliance and Quality initiatives are operating and the information needed to maximize control and continuously improve their performance through a single management system.

In the past, point systems were adequate to address isolated risk, compliance and quality efforts, but as the number and scope of these initiatives grows, isolated efforts become a business risk and increase costs.

“*Risk management, ethics and compliance are blurring. None of these topics are technologies, but to be effectively performed, they all require the IT organization to move beyond costly and damaging reactive remediation to proactive performance management and process improvement.*”

Gartner

Building Business Value With Risk Management, Ethics, Governance and Compliance

A successful federated GRC ecosystem will collect and manage unstructured data to help you make your compliance process sustainable, consistent, efficient, and transparent.

Forrester Research

Architecting Your GRC Technology Ecosystem



MetricStream Solutions

Quality Management

- ▶ Nonconformance Management
- ▶ Audits Management
- ▶ CAPA Management
- ▶ Complaints Management
- ▶ Change Control
- ▶ Cost Recovery
- ▶ Equipment Management
- ▶ Inspections Management
- ▶ Supplier Quality Management
- ▶ Customer Quality Management
- ▶ Six Sigma Programs
- ▶ ISO 9000 Standard

Governance, Risk & Compliance

- ▶ Document Management
- ▶ Compliance Management
- ▶ Risk Management
- ▶ Internal Audits
- ▶ Financial Controls
- ▶ Sarbanes Oxley 404 & 302
- ▶ IT Audits and Compliance
- ▶ Training Compliance
- ▶ Regulatory Reporting
- ▶ Government Regulations (FDA, OSHA, FERC, SEC, FCPA, Basel II, FAA, etc.)
- ▶ Company Ethics and Governance
- ▶ Internal Policies
- ▶ Option Management

ComplianceOnline.com

- ▶ Best Practices Training
- ▶ Industry Content
- ▶ Specialized Search
- ▶ Regulatory and Compliance Alerts
- ▶ Professional Community
- ▶ Tools Marketplace and Standards Store
- ▶ Industry Advisors and Experts
- ▶ Discussion and Q&A Forums
- ▶ Blogs and Podcasts

MetricStream Compliance Platform

Content & Community

GOVERNANCE, RISK, COMPLIANCE AND QUALITY CYCLE



ABOUT METRICSTREAM

MetricStream is a market leader in Enterprise-wide Governance, Risk, Compliance (GRC) and Quality Solutions for global corporations. MetricStream solutions are used by leading corporations such as Pfizer, Philips, American Airlines, NASDAQ, SanDisk, BP, Entergy, Subway, Fairchild Semiconductor, Hitachi and TaylorMade-Adidas Golf in diverse industries such as Pharmaceuticals, Medical Devices, High Tech Manufacturing, Food & Beverage, Energy and Financial Services to manage their quality processes, regulatory and industry-mandated compliance and corporate governance initiatives, as well as by over a million compliance professionals worldwide via the ComplianceOnline.com portal.

MetricStream is lead by accomplished executives with proven track record of delivering business value through technology solutions. The team leverages strategic acumen, sound industry knowledge and proven execution abilities to deliver superior solutions. As a result, MetricStream customers benefit from both the perspective that comes from deep industry expertise and insight that comes from decades of hands-on experience.

MetricStream is privately funded by leading institutional and corporate investors including Kleiner Perkins (KPCB), Advanced Equities, Integral Capital, Oracle, Cisco, and Research in Motion.



After evaluating solutions from multiple vendors, NASDAQ decided to implement MetricStream for SOX compliance, as well as offer it to all NASDAQ-listed companies through an exclusive partnership so they can better manage their own GRC and Quality initiatives.

MetricStream

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